



BIG AS



ALL TEXAS


**ABC Technologies
10th Annual
International User
Group Conference
October 18–20, 2000
Dallas, Texas**



ABC Technologies

Welcome



 Tom Kelly has built a 16-year career in corporate finance and business analysis, holding senior management positions at Pepsi-Cola, KPMG, CSC Consulting, and Deluxe Corp. He recently joined PeopleNet Communications Corp., an internet start-up that provides GPS satellite tracking and mobile and web-based communications to transportation fleets.

You can't imagine how excited I am to chair this 10th Anniversary conference in Dallas with the world's largest gathering of ABC/M and Performance Management professionals.

The Pre-Conference Training this year is again conveniently scheduled to run the three days prior to the User Group Conference, so you can hone your existing skills while learning the latest leading edge techniques and methods in the world of ABC/M and Performance Management.

You are certain to become experts on such topics as Performance Measurement, Scorecarding, Activity-Based Budgeting, Value Based Management, Theory of Constraints and more! While solutions have always been the backbone that's made ABC Technologies great, the world of ABC/M is expanding faster than a gold rush. This expansion prompted the recent launch of BetterManagement.com which brings together the entire world of Performance Management knowledge and solutions.

In conjunction with this launch is the introduction of the BetterManagement.com Track, with sessions focusing on Business Intelligence, Scorecarding, Supply Chain, Knowledge Networks, and eTraining. Three other industry-specific tracks cover Service, Manufacturing and the Public Sector. The Advanced Track focuses on the uses of ABC output, integration and forward-thinking solutions.

The popular Affiliate/Consultant Track returns with a powerhouse line-up of new insight and expertise for your entire project needs. Finally, our two Technology Tracks promise the best compilation of current software tools and things to come.

This year's networking events are truly "As Big As All Texas!" You'll want to visit the stunning 7-acre park setting for our Wednesday night Welcome Reception. Then on Thursday, be sure to chow down on a real Texas BBQ at the 60-acre working ranch and enjoy a private concert with Country Music Artist of the Year, Tracy Lawrence.

And you can't miss with keynote speakers like former President George Bush and outstanding presentations from world-class companies. This is one trail drive you won't want to miss!

I look forward with real excitement to celebrating with you 10 years of knowledge and growth in this dynamic industry.

Yours truly,

Tom Kelly
CFO PeopleNet
Chair, 10th Annual International User Group Conference

General Session Speakers



THE HONORABLE GEORGE BUSH
The 41st President of the United States
*Management & Budgets:
An Oval Office Perspective*

Drawing on his experiences during his 30+ years in public service, beginning right here in Texas, George Bush will assess changes in the global landscape in the wake of the Cold War and make the case for continued trade liberalization, as well as political and financial reform. He will also offer his unique perspective on the budgetary process as seen from the Oval Office, and look to the challenges ahead.

During President Bush's term in office the Cold War ended; the threat of nuclear war was drastically reduced; the Soviet Union ceased to exist; Germany was reunified; Eastern Europe and the Baltic States were freed; and he assembled an unprecedented coalition of 32 nations to liberate Kuwait.

He has since co-authored "A World Transformed" regarding foreign policy during his administration, and "All The Best," a collection of letters.



DINESH C. PALIWAL
President
Pulp, Paper, Metal
and Mining Division
ABB

Industrial IT—A Dance or a Revolution With eBusiness?

How do you capitalize on unprecedented global GDP growth? ABB has mobilized itself into a brain power enterprise with shareholder wealth at the core of all business decisions. As the world's largest provider of automation technologies, ABB is helping industries worldwide to realize real-time on-line solutions for automation and information exchange across the enterprise.

With 22 years experience, Mr. Paliwal is renowned for his energetic ability to identify and convert opportunities in cost-strained markets into sustainable business. His division operates in 35 countries and has revenues exceeding \$2B.



JACK SHAW
President
eCommerce
Strategies, Inc.

The Future of eCommerce and Supply Chain Management

The Internet, the World Wide Web, and eCommerce are changing the ways organizations manage their supply chains. Understand eCommerce and how your organization can use it to survive and thrive in the emerging Digital Economy of the 21st Century. Topics include supply chain optimization and management, new technologies, and examples of successful organizations that plan for and manage eCommerce.

Mr. Shaw has worked on the cutting edge of business technology for more than 25 years. He is a renowned speaker on e-Commerce, EDI, and business process design and the author of "Surviving the Digital Jungle" and "Doing Business in the Information Age."



JAMES A. BRIMSON
President
ABM Institute

e-ABMI—The Internet Enabled BPM "Think-Tank"

In partnership with BetterManagement.com and ABC Technologies, James Brimson launched a community of academic leaders chartered to fully explore the hottest new concepts in Business Performance Management. Learn about feature costing, perpetual planning and predictive balanced scorecard.

James A. Brimson, president of the ABM Institute, was previously Partner-in-Charge of Coopers & Lybrand in London. As director of CAM-I, he originated the Cost Management Project, the original source of ABC as a management tool. Mr. Brimson has written numerous books, and recently co-authored "Driving Value Through Activity Based Budgeting."



WILL MCKINNEY
Chief Technology
Officer
ABC Technologies

"Costing, Planning, Scorecarding— Where Does it All Lead?"

How do I really manage my business? Where costing data was once enough to make key decisions, now new measures need to be balanced against the financial goals. Planning realistic goals is getting harder as new processes interrelate as customers demand more specialization. How will ABC Technologies systems grow to meet the increased demands of Performance Management and on what platform?

Will McKinney is Chief Technology Officer of ABC Technologies. In this capacity, Will oversees the pursuit and understanding of advanced technologies, key customer interactions that drive technology discoveries, and management of the technology partnership between SAP and ABC Technologies.

Conference At A Glance

Week at a Glance

SUNDAY

5:00 pm–7:00 pm

Pre-Conference Training Registration

MONDAY

8:00 am–5:00 pm

Pre-Conference Training Workshops

TUESDAY

8:00 am–5:00 pm

Pre-Conference Training Workshops

WEDNESDAY

8:00 am–5:00 pm

Pre-Conference Training Workshops

12:00 pm–9:00 pm

Conference Registration

7:00 pm–9:00 pm

Welcome Reception & Technology Fair

THURSDAY

8:00 am–5:25 pm

Main Conference

7:00 pm–11:00 pm

Dinner Reception at Circle R Ranch

8:00 pm–9:00 pm

Tracy Lawrence Performance

FRIDAY

8:00 am–4:20 pm

Main Conference

4:20 pm–4:50 pm

Conference Wrap-Up

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CONFERENCE AGENDA NOW DOWNLOADABLE ONTO ANY PALMPILOT™

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Would you like a simple way to look at the entire User Group 2000 agenda on your own PalmPilot—or print out your own personal session agenda for the conference? Visit http://www.abctech.com/events/intl_conf.htm and click on *Agenda*. Use the website to create your own personal agenda for the conference or download the entire schedule into any version of PalmPilot. Conference scheduling has never been easier.



DALLAS TOURS FOR KIDS AND COMPANIONS

Be sure to check out the details about three exciting “Dallas Tours for Kids and Companions” on page 19. Then, make your selections on the registration form found on the inside back cover of this brochure.

Exciting Friends and Family Offer!

To help us celebrate our tenth year of the ABC Technologies User Group Conference, we’ve made it easy for you to share this year’s fun with your friends and family. Your guest can attend the Welcome Reception, the speech by President George Bush, and the Circle R Hoe-Down, featuring a private concert by the popular country artist Tracy Lawrence, *for only \$100!* Sign up your travel companions on the Training and Conference Registration form inside the back cover.

Conference At A Glance

New This Year

JOIN THE BETTERMANAGEMENT.COM TRACK

In April, ABC Technologies launched a new Internet presence to expand the value of ABC/M and other Performance Management concepts. BetterManagement.com is no ordinary web site. It's an innovative, performance management-focused Internet portal. Our producers scan the horizon for poignant articles and papers, informative presentations, and inspired books and tapes. They screen and organize these resources into specific "Authorities." BetterManagement also delivers the best minds in business to your desktop in the form of "Management Minute" video insights, "Webinars" and "e-Training." And, there is much more in the works.

In the BetterManagement track, we'll light the fuse of your imagination with explosive presentations on private knowledge networks, business intelligence, supply chain management, scorecarding, and the future of e-training. When you're done listening to our cutting-edge thinkers, you'll understand how BetterManagement is building the enterprise solution for performance management, from knowledge management to web applications.

Performance Management Panel of Experts

Performance Measurement related initiatives are powerful motivators in all sizes and types of organizations because they focus organizational efforts on reaching common objectives and they provide a framework to rate performance. But how do you create an on-going system to measure performance? What level of detail is too much? How do you get started? In this insightful panel discussion find out what industry experts have to say, and find out what other companies are doing to measure performance.

Visit the BetterManagement.com Exhibit

Meet the people who produce BetterManagement. They will be demonstrating site features and looking for your feedback. Visit The Scorecard Authority, The Business Intelligence Authority, The Supply Chain Authority and The ABC/M Authority for a preview of upcoming topics, web events and new features.

BetterManagement LIVE Webcasts

We'll be webcasting live video updates at the top of the hour throughout the two-day conference. Spread the word to your associates back at the office. Direct them to BetterManagement.com October 19th and 20th for highlights and interviews with key speakers. Viewers will be able to forward questions to our hosts and their guests.

Our 15-minute reports will begin at 8:00 am, and continue every hour, on the hour until 3:00 pm (Central). These live reports will be archived at www.BetterManagement.com after each live webcast.



PAP SOFTWARE

As a new addition to the ABC Technologies family, PAP Software provides solutions to enable value chain management. A leading provider of solutions to the Fast Moving Consumer Goods Industry (FMCG) in Europe, PAP solutions greatly assist organizations in fulfilling customer demands better, faster, and cheaper. Learn more about PAP Software solutions for value chain management over the 3-day conference.

Back by Popular Demand

AFFILIATE CONSULTANT TRACK

This track was so well attended last year, we're bringing it back again—with top-name presenters from all of the major ABC/M consulting firms.

PANEL OF EXPERTS

Last year, the mix of academics, consultants and customers created a unique and stimulating interactive session. This year's panel promises to be just as exciting. Block out the time to attend. You won't be disappointed.

PRE-CONFERENCE BOOT CAMP SEMINAR SERIES

Join us this year as the series showcases new Activity-Based Budgeting solutions, supply chain, and scorecarding—timely topics featuring presentations and information never before seen in the US. To sign up, please see the schedule on page 17.

Special Events

WELCOME RECEPTION AND TECHNOLOGY FAIR

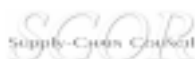
Wednesday, October 18

Brought to you by



Help us kick off the 10th Annual ABC Technologies User Group Conference with flair! You are cordially invited to an ABC birthday party with cake to serve 1,500 of our favorite people ... our customers! Step on to the Peacock Terrace at The Wyndam Anatole for an evening of fabulous food and a chance to network in true Texas style. Our technology partners will be on hand to show you solutions to your business performance management challenges—all in a relaxed, casual atmosphere. This informative event, sponsored by KPMG, is a great way to start off the conference. We hope to see you there!

These fine companies are participating in the Technology Fair—



CIRCLE R HOE-DOWN

Thursday, October 19

Brought to you by



A genuine ranch BBQ with all the trimmings! Plan to sample some of that legendary Texas cooking that you've always heard about. When you can't eat one more piece of cornbread, get ready for guided trail rides, haywagons, or a rousing game of horseshoes. And don't miss the singing cowboys crooning old west favorites around the campfire. We'll help you feel at home on the range.

TRACY LAWRENCE CONCERT

Later That Evening ...

Brought to you by



Better Decisions Every Day™

"Big As All Texas" doesn't just refer to the scope of the material at the conference. It also means great ways to enjoy yourself—like a private concert with country star Tracy Lawrence. Winner of the Academy of Country Music's Best New Country Artist, Tracy Lawrence, like the 10th Annual ABC Technologies User Group Conference, is a force to be reckoned with. Hitch up your boots and scuff up the floor. It's time to party!



Track Summaries

There is no better way to learn about implementation of Business Performance Management systems than from those who have already put them in place. At the 10th Annual ABC Technologies User Group Conference, our aim is to put you face-to-face with them. Each of our tracks offer you deep content in a variety of different Business Performance Management arenas. We hope you come away with a better understanding of the powerful impact these business management systems can have on the success of your company and its mission.

SERVICE

Discuss with leading service organizations timely topics related to ABC/M, Scorecarding, and Performance Management. Learn how companies are using ABC/M to drive cost-to-serve analysis, value-based management, and customer/market segment profitability.

MANUFACTURING

Discover how leading manufacturers apply ABC/M to determine product profitability, analyze new product introductions, and improve cost management. Hear how manufacturing organizations manage large enterprise models and utilize their ABC/M results to support initiatives within their organization such as Six Sigma, Capacity Management and Process Reengineering.

PUBLIC SECTOR

Hear from experts in the Public Sector about the on-going benefits of ABC/M and the results derived from their initiatives. Topics include how ABC/M information is used to drive budgeting and metrics for scorecarding as well as how ABC/M is used to support realignment of resources and on-going operational improvements and accountability.

AFFILIATE CONSULTANT

Activity-Based information is an important foundation for many of the operational and strategic initiatives taking place in business today. Join several of our affiliate partners as they share their experience and knowledge concerning the ways organizations can leverage the power of ABC/M. From strategic level discussions to specific implementation issues, learn how you can gain benefits beyond the traditional applications of your ABC/M information.

ADVANCED IMPLEMENTATIONS

Learn from leading organizations in the advanced stages of enterprise and global implementation of ABC/M. Discover critical “take-away” points to remember when moving forward on your initiatives. Find out how organizations are using ABC/M results to drive other Activity-Based concepts including budgeting and planning.

TECHNOLOGY I & II

Fully leverage Oros and ABC/M within your organization—and learn valuable tips in the process. Through a wide variety of information sessions covering such areas as supply-chain, web publishing and reporting, systems integration, and modeling learn how to more effectively utilize Oros solutions to help drive your organization’s success.

BETTERMANAGEMENT.COM

When a firm decides to enter the Performance Management arena, it is embarking on a commitment to “turn the ship around” that is, to uncover and resolve those issues that stand in the way of optimizing their business opportunities. BetterManagement.com can be a powerful tool in that process, with a website organized into the key areas of the Performance Management field called “Authorities.” These Authorities each represent another element or opportunity where ABC knowledge can be converted to profitable processes. The speakers in the BetterManagement.com track represent aggressive, forward-thinking companies that have capitalized on leveraging profit from knowledge.

How to Find Your Session

The purpose of the ABC Technologies 10th Annual User Group Conference is to provide you with a learning environment in which you can immerse yourself in all aspects of performance management systems and implementations. To help you do this, we’ve organized our presentations into tracks—series of sessions grouped by theme—that are rich in content. We hope that you’ll come away from the conference with a deeper understanding of the ways in which ABC/M, scorecarding, budgeting, and planning can dramatically improve your company’s performance.

This year, we want to make it even easier for you to find the sessions you want to attend and to help you plan your conference schedule. In the timetable at the center of the brochure, we have provided you with the page number on which you will find the session descriptions that interest you. Each session is clearly labeled with its assigned level. There are three levels:

Early Stage/Pilot

The session is geared to professionals who are just beginning the implementation of a performance management system.

Post-Pilot

The session material focuses on the issues, challenges, and solutions experienced after the implementation is complete.

Advanced Implementation

For companies well down the implementation road, these lectures provide the leverage needed to maximize the performance management system investment.



A session marked with this symbol indicates an International presentation.

We look forward to seeing you at the conference!



Service Track

PERFORMANCE MEASUREMENT ON THE NET

VerticalNet

Vince Campisciano, Senior Financial Analyst

Playing in the fast-paced B2B market space requires access to financial and operating metrics at Internet speed. Learn how VerticalNet, a first-mover in online B2B vertical trade communities, evaluates the performance of each of its 56 industry-specific web site, as well as the growth of its multiple revenue streams horizontally across its communities.

Thursday 9:20 am



UTILIZING ABC GIVES DELTA AIR LINES A STRATEGIC ADVANTAGE

Delta Air Lines

Rich Coskey, General Manager
Profitability Analysis

Measured by passenger boardings, Delta Air Lines is the world's largest carrier. Delta demonstrates how a robust ABC/M system can be deployed with other advanced software tools to produce an enterprise-wide Flight Profitability System, which provides management with profitability reporting, used to make strategic market, hub, aircraft, and alliance decisions.

Thursday 11:15 am



USING ABC TO PREPARE FOR COMPETITION AT A PRIVATIZED LATIN AMERICAN TELEPHONY COMPANY

Cable & Wireless Panama

Felix Camargo A., Cost Allocation Manager

Responding to regulatory requirements, Cable & Wireless Panama (CWP) started an ABC Model project in November 1999. With help from KPMG Consulting and a strong internal team, CWP overcame significant issues completing the project in June 2000. The ABC cost model is a significant success in the organization and is heavily used to support key decisions. Timely cost information has been critical preparing the company for a competitive environment.

Thursday 2:25 pm



STRATEGIC E-BUSINESS MEASUREMENT AND MANAGEMENT AT ART.COM

Art.com

David Kublank, Finance Manager

Loyola University Chicago

Thomas L. Zeller, PhD, CPA

Dot-coms swim in a competitive sea and the e-business landscape has shifted, from free spending to professional management of business resources. See how art.com™ is using ABC to understand the cost of serving its customers, balance resource consumption and build a successful business.

Thursday 3:35 PM



SERVICE ORGANIZATIONS

Panel of Experts

Join a group of knowledgeable experts to discuss the current issues of ABC/M within Service Organizations. Topics covered include: customer profitability information, IT architecture to support ABC/M efforts, cost-to-serve analysis, and other timely and relevant topics.

Thursday 4:35 pm

ACTIVITY-BASED COSTING AND PROFITABILITY

Ingram Micro Canada, Inc.

Bob Carbrej, Senior VP of Finance

Come and hear how Ingram Micro Canada, Inc., Canada's largest computer distributor, has used ABC to report on customer and vendor profitability. Discussion topics include Ingram Micro's successes within the last three years, the process of educating and gaining associate acceptance, changes to our business model, and common pitfalls to avoid.

Friday 9:30 am



USING ABC TO IMPROVE PROFITABILITY

Assurant (member of Fortis, Inc.)

Lauren Sterling, Vice President
Corporate Financial Analysis

Assurant Group, the number one credit related insurer in the US, demonstrates the impact achieved by an ABC implementation at one of its wholly-owned subsidiaries. Learn how pricing strategy and profitability are supported by improved costing. Hear about enterprise implementation plans including integration efforts to combine ABC data with Assurant's Pricing Model, enabling pricing for highly customized service levels.

Friday 10:45 am



ACTIVITY-COSTING IN AN ELECTRIC UTILITY

Idaho Power Delivery Business Unit

Ken Petersen MBA, Controller

Idaho Power's Delivery Business unit uses Oros to determine the total cost to operate and maintain electric facilities, read customers' meters, and provide customer service. Find out how the team is using new information to understand the costs and associated profitability of different customer groups in various geographical areas.

Friday 2:20 pm



USING ABC TO DELIVER VALUE TO STAKEHOLDERS

Finanzauto (Subsidiary of Barlow Ltd. of South Africa)

Graeme Lewis, Finance Director

Finanzauto, a subsidiary of Barlow Ltd. of South Africa, through their Capital Equipment Division are one of the top two dealers of Caterpillar equipment worldwide spanning 17 countries with over 4,000 employees. See how they used ABC to convert boardroom discussions on stakeholder value into action by focusing on daily activities. Learn how Finanzauto embarked on ABC as a process re-engineering initiative, which evolved into a tool to support value-based management initiatives.

Friday 3:20 pm



Manufacturing Track

COMPAQ'S ACTIVITY-BASED COST/MANAGEMENT INITIATIVE

Compaq Computer Company

*Pete Ginouves, Finance Director,
Corporate Supply Chain*

*Fiona Braid, Senior Finance Manager,
Corporate Supply Chain*

Compaq Computer Corporation implemented ABC/M principles in 1993, but dramatic growth rendered the original cost management tools obsolete. Compaq installed Oros as an integral part of a three-phased approach to radically improve cost management processes. Learn how these implementation phases delivered a 500% IRR.

Thursday 9:20 am



LEVERAGING ABC DATA FOR MULTIPLE USES

Deluxe Corporation

Nancy Breyfogle, Finance Manager

Deluxe Corporation is the market leader in providing personal and business checks and related services. Hear how Deluxe has expanded the use of ABC data to understand the cost structure of their manufacturing operations, build standard cost values on SAP, understand product profitability, and discover improvement opportunities.

Thursday 11:15 am



ABC/M AT WORK IN A DISTRIBUTION CENTER

Motorola

James Walter, Project Manager

David Debish, Business Analyst

Both presenters were on the team to build the first robust ABC/M model at a Motorola Distribution center. Get first-hand knowledge from seasoned pros on the methodology of model building, typical data collection challenges, quantifying cost object data, target pricing, operational embracement and use of data, reports, strategic linkages, and examples of the types of decisions made with ABC data.

Thursday 2:25 pm



A VINTAGE YEAR: IMPLEMENTING ABC/M AT CANANDAIGUA WINE COMPANY

Canandaigua Wine Company, Inc.

(Division of Canandaigua Brands, Inc.)

Phil Grubbs, Director

Cost Systems

In the early 1990s, CWC was a small regional wine maker. After a rapid series of acquisitions, CWC is now the US's second largest wine producer. This rapid growth significantly increased operating complexity. Implementing ABM improved targets reducing this complexity and focusing CWC on areas of greatest opportunity.

Thursday 3:35 pm



USING ABC/M IN THE CORPORATION'S LOGISTICS ORGANIZATION

StorageTek

*Jonathan Bastow, Value Engineering Process
Consultant*

Over the past two years, StorageTek has used ABC/M to better understand activity costs of its corporate logistics organization. Production has increasingly moved offshore, making traditional allocation methods obsolete. Join this session to hear how ABC/M is used to present a more accurate explanation of the shared service support provided to the product groups during change.

Thursday 4:35 pm



USING ABC INFORMATION TO UNDERSTAND MATERIAL USAGE AND COST PER REPAIR

HP

Eric Kinnion, Senior Financial Analyst

HP, an industry-leading technology company, is in the midst of a company-wide reinvention strategy. The Commercial Services and Support Organization shows how it replaced an internally developed ABC system with Oros. Hear the challenges of merging multiple systems, large quantities of data and multiple service centers into a model that is consistent with HP's desire for simplification and standardization.

Friday 9:30 am



USER'S PERSPECTIVE ON DEVELOPMENTS OF ABC & EPM IN THE RETAILING INDUSTRY

Procter & Gamble

*Jack Helbling, Cost Management
Development Manager*

Hear how Procter & Gamble, a global leader in the development, manufacturing and marketing of a broad range of consumer products, makes ABC/M an integral part of its Customer Business Development work. Mr. Helbling shares key experiences of P&G's value chain analysis with customers, focusing mainly on how ABC and Enterprise Performance Management (EPM) are perceived by the European retailing industry today, how this compares with experience in the US, the obstacles to progress that exist, and what's needed to make progress.

Friday 10:45 am



IMPLEMENTING ABC AT MULTIPLE LOCATIONS, A LEARNING EXPERIENCE

Kimberly-Clark Corporation

*David Strachan, Project Leader
Distribution ABM*

One of the leading consumer products companies around the globe, Kimberly-Clark is the producer of such well-known brands as Kleenex®, Huggies®, Kotex® and Scott®. Kimberly-Clark has ABC models at its distribution centers throughout the US. Learn how they managed model building and training across multiple locations.

Friday 2:20 pm



MANUFACTURING ORGANIZATIONS

Panel of Experts

Manufacturing is the industry in which ABC/M first started...but where is it today? Discover the latest ABC/M applications for the Manufacturing Industry. Learn how to take information and put it to use by supporting sophisticated initiatives that are resident at many organizations such as Menu Pricing, Six Sigma, Lean Manufacturing, Total Quality Management, Business Process Reengineering, and Unused Capacity Management.

Friday 3:20 pm



Manufacturing Track Brought To You By

ARTHUR
ANDERSEN

ABC/M IN THE MARINES: REDUCING COST AND IMPROVING SERVICE TO THE FLEET

PART I: A STRATEGIC OVERVIEW OF THE USMC ENTERPRISE ABC/M IMPLEMENTATION—THE CHANGE IS FOREVER

HQ, US Marine Corps (Installation
Reform Division)

Col. D.R. Clifton, Division Head

Maj. S.P. Pellegrino, ABC Project Manager

Maj. C.S. Royer, ABM Project Manager

In July 1999 the USMC launched the largest public sector ABC/M rollout ever attempted—16 major Marine Corps installations worldwide in one year. The overall intent was to reduce cost, improve service to the installations' primary customers, and to build the organizational foundation for sustaining ABC/M practices.

Thursday 9:20 am

PART II: LESSONS LEARNED— REPORTS FROM THE FIELD

US Marine Corps Base, Camp Butler

Maj. Anthone Wright

Business Management Officer

US Marine Corps Air Station, New River

Michael Pisani

Management Analysis Officer

As each base implemented their ABC/M project, different challenges were met and lessons learned. In this session, 2 bases share their experiences by giving a ground level view of the enterprise implementation at their respective installations.

Thursday 11:15 am

"TO CHANGE AN ARMY"

US Army—Fort Riley

Gary LaGrange, Director of Logistics

Col. US Army (Retired)

Linking purpose, strategy and mission to the day-to-day activities of a large entity is a tremendous challenge. So is linking strategy to the budget formulation and execution process...or is it? Discover how public and private sector institutions can use ABC/M/B enterprise-wide to bridge gaps and reduce operating costs along with scorecarding, activity-based appraisals and ISO/Baldrige integration.

Thursday 2:25 pm

COST MANAGEMENT IN THE ARMY: FACT NOT FICTION!

US Army Forces Command,
Ft. McPherson, GA

Linda G. Rocha,

Chief—Strategic Systems Division

FORSCOM is the largest command in Department of Defense. Strategic Systems Division sets the command's future direction in business planning. Ms. Rocha will address the lessons learned in using business standards and ABC/M/B to identify complex issues, including aligning varying missions to exceed customer expectations, improving performance results and community relations, and comparing results to private industry standards.

Thursday 3:35 pm

PUTTING ABC/M TO WORK: ABC/M IN HUMAN RESOURCES

National Security Agency

Marta Benitez-Guzman,

Senior Management Analyst

This session covers uses of ABC/M information in support of decisions for allocation of human resources to task, identify and re-align hidden resources and efficiencies. Ms. Benitez-Guzman also discusses the ability to forecast manpower needs to meet the strategic objectives of a service provider in the public sector.

Thursday 4:35 pm

US ARMY PLANS TO IMPLEMENT COST MANAGEMENT USING ACTIVITY-BASED COSTING

US Army Headquarters

*Steve Bagby, Chief—Forces, Operations and
Installations Division*

Learn how the US Army is planning a 3-year ABC implementation Army-wide in 11 business areas. Because the Army views cost management as an on-going process of improving performance and gaining efficiencies at the operational level, this creates a business discipline focused on continuous improvement from within, and shifting the culture away from budget entitlements.

Friday 9:30 am

USING ABC FOR DISTRICT-WIDE BUSINESS PROCESS IMPROVEMENTS

US Marshals Service (HQ)

*Tina Kannapel, Manager—Office of
Organizational Development*

Facing both a hiring freeze and financial crisis, the US Marshals Service has turned to ABM to manage and measure performance and to integrate planning, resource distribution, operations and services at the activity level. ABC enterprise models are being applied to all district operations and business process improvements.

Friday 10:45 am

PUBLIC SECTOR ORGANIZATIONS

Panel of Experts

Learn from some of the Public Sector's most experienced ABC/M implementers as they discuss timely topics like using ABC/M to satisfy GPRA, A76 (outsourcing studies), and performance-based budgeting requirements. Hear what these experts think about other timely topics such as how ABC/M can help in the face of declining budgets.

Friday 2:20 pm

MOVING FROM ABC TO ABM AT THE VETERANS BENEFITS ADMINISTRATION

Department of Veterans Affairs—

Veterans Benefits Administration (VBA)

*Richard F. Norwood, Chief—Administra-
tive and Benefit Accounting and Reporting*

Come and hear the continuing saga of "ABCing in VBA", how VBA is crossing the bridge from ABC to ABM, and how ABC data is being used to support VBA's Balanced Scorecard in a work force of over 11,000 employees.

Friday 3:20 pm

Public Sector Track Brought To You By



Affiliate Consultant Track

WHAT DOES SUSTAINABLE ABC REALLY MEAN?

Deloitte & Touche

*Scott Wallace, National Practice Leader—
Activity-Based Costing*

Companies may start their ABC initiative with a pilot project requiring only a single Oros user and a very small project team. Results are quick and reporting is simple. Scott covers what happens when ABC is rolled out across the enterprise, with multiple models, divisions, and possibly hundreds of users.

Thursday 9:20 am

IMPLEMENTING SAP ABC WITH THE OROS BRIDGE

Alta Via Consulting, LLC

Dawn Sedgley, Partner

Chris Jackiw, Principal Consultant

Learn about the phases of an Oros Bridge implementation from analysis, design, construction and implementation, through post-implementation and support. No matter what phase of Oros or SAP R/3 implementation you may be in, learn how you can obtain the largest number of benefits in the least amount of time.

Thursday 11:15 am

ABC: THE FOUNDATION OF CUSTOMER RELATIONSHIP MANAGEMENT

Cap Gemini-Ernst & Young

Heidi Wisbach, Manager, CRM Analytics

Activity-Based Costing continues to be the foundation for driving true value-based business decisions, from managing products to channels to customer-to-customer experience. Join us to see how leading companies are leveraging ABC modeling to measure and optimize customer relationships.

Thursday 2:25 pm

IS ABC/M DESTINED FOR SUCCESS OR FAILURE IN THE FEDERAL GOVERNMENT?

PricewaterhouseCoopers

Clifton A. Williams, Director

Immigration and Naturalization Service (INS)

Bob Gardner, Assistant Commissioner for Budgeting

Stakeholder involvement and public opinion about how federal agencies run their “businesses” are increasingly scrutinized. Learn how the success or failure of ABC/M is dependent upon its ability to link the resolution of these external factors with internal business needs, while providing government managers with a better understanding of how to use ABC/M to steer their organizations into the future.

Thursday 3:35 pm

ABC—THE FOUNDATION OF A PERFORMANCE-BASED ORGANIZATION

Grant Thornton

Tom Boland, Senior Manager

Diane Shute, Senior Manager

ABC/M is an ideal operating platform for organizations striving to become performance-based. Learn about the USMC Center for Business Excellence, its methodology and services from initial assessment, development and integration of strategic plans, use of ABC/M data, strategic sourcing options, performance measures, as well as beneficial outcomes to the organization.

Thursday 4:35 pm

FROM ZERO TO STATE-OF-THE-ART CSC

Jerry Boltin, Partner

Checks Unlimited

Ed Pike, CFO

Historically, Checks Unlimited enjoyed rapid growth and high margins. However, as check usage growth began to decline, Checks Unlimited needed to increase its understanding of cost and profitability to fuel continued growth. A better understanding of cost-to-serve different channels was required with the introduction of Checks.com. Learn how we gave Checks Unlimited a tune-up to provide product and channel profitability.

Friday 9:30 am

THE SPECTRUM OF TOOLS FROM STRATEGY TO TRANSACTION SYSTEMS—HOW DO THEY FIT TOGETHER?

KPMG Consulting

Bob Van der Linde, Director

The wealth of data generated from automated transaction systems has created great demand for ABC/M and other analytic applications. Performance measurement and process engineering use databases built by ERP systems in manufacturing and similar transaction systems in other industries. Learn how these transaction systems, Balanced Scorecards, ABC, and simulation tools fit and work together.

Friday 10:45 am

WHAT DOES AN ACTIVITY-BASED MANAGEMENT IMPLEMENTATION LOOK LIKE?

DMG

Alan Fabian, Managing Partner

How is a fully functioning ABM system designed, operated, and maintained? Mr. Fabian discusses a government agency in which DMG has installed an ABM system. He reviews design issues that differ from a true ABC model, Internet-based data entry, links to existing financial and non-financial systems, use of Links engine, report generation, performance measures and ABB.

Friday 2:20 pm

REINVENTING TRADING RELATIONSHIPS IN THE CONSUMER GOODS MARKET CHANNEL

Willard Bishop Consulting, Ltd.

Bill Bishop, President

The traditional marketing channel for consumer packaged goods and other consumables is being challenged by Web-based options and must respond. You'll hear how activity-based costing is providing the scorecard for guiding innovation in trading relationships among manufacturers, wholesalers, brokers and retailers.

Friday 3:20 pm



 Early Stage/Pilot
 Post-Pilot
 Advanced

EVENT

TIME

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Wednesday, October 18
















Conference Registration	12:00–9:00 pm			
Welcome Reception/Partner Technology Fair	7:00–9:00 pm			

Thursday, October 19

Service

Manufacturing

Public Sector












Registration and Continental Breakfast	7:00–8:00 am			
Welcome Tom Kelly, CFO, PeopleNet Mohan Nair, COO, ABC Technologies	8:00–8:10 am			
FEATURED SPEAKER	8:10–9:10 am			
BREAKOUT SESSION	9:20–10:10 am	VerticalNet 	Compaq Computer Company 	US Marine Corps—Part I 
Networking and Refreshment Break	10:10–10:35 am			
FEATURED SPEAKER	10:35–11:05 am			
BREAKOUT SESSION	11:15 am–12:05 pm	Delta Air Lines 	Deluxe Corporation 	US Marine Corps—Part II 
Networking Lunch	12:05–1:05 pm			
KEYNOTE SPEAKER	1:15–2:15 pm			
BREAKOUT SESSION	2:25–3:15 pm	Cable & Wireless  	Motorola 	US Army—Ft. Riley 
Networking and Refreshment Break	3:15–3:35 pm			
BREAKOUT SESSION	3:35–4:25 pm	Art.com 	Canandaigua Wine Co. 	US Army—Forces Command 
BREAKOUT SESSION	4:35–5:25 pm	Panel of Experts	Storage Tek 	National Security Agency 
Dinner and Hoe-Down	7:00–11:00 pm			

Friday, October 20

Service

Manufacturing

Public Sector

Welcome Chris Pieper, CEO, ABC Technologies	8:00–8:20 am			
KEYNOTE SPEAKER	9:10–9:20 am			
BREAKOUT SESSION	9:30–10:20 am	Ingram Micro 	HP 	US Army Headquarters 
Networking and Refreshment Break	10:20–10:45 am			
BREAKOUT SESSION	10:45–11:35 am	Assurant 	Procter & Gamble 	US Marshals Service 
Raffle/Year 2001 Location Announcement	11:35 am–12:00 pm			
Lunch	12:00–1:00 pm			
FEATURED SPEAKER	1:10–2:10 pm			
BREAKOUT SESSION	2:20–3:10 pm	Idaho Power 	Kimberly-Clark 	Panel of Experts
BREAKOUT SESSION	3:20–4:10 pm	Finanzauto (Best UK/UGC Presentation)  	Panel of Experts	Veterans Benefits Administration 
Conference Wrap-up Tom Kelly, CFO, PeopleNet	4:20–4:50 pm			



Affiliate Consultant	Advanced Implementation	Technology I	Technology II	BetterManagement.com
JACK SHAW, President, eCommerce Strategies				
Deloitte & Touche	Deutsche Bank AG 	Solutions—Aligning Strategy (Repeat)	Modeling—The Next Dimension (Repeat)	BetterManagement.com (Repeat)
WILL MCKINNEY, CTO, ABC Technologies				
Alta Via Consulting	Qualex, Inc.	Reporting—Browsing Around	Reporting—Distribute Results	B2B, B2C, e-Commerce (Repeat)
PRESIDENT GEORGE BUSH, SR., 41ST PRESIDENT OF THE UNITED STATES				
Cap Gemini Ernst & Young	National Australia Bank (Best AP/UGC Presentation) 	Modeling—Planning and Budgeting	Integration—Connecting Systems	Panel of Experts
PricewaterhouseCoopers	International Truck & Engine Corporation	Solutions—ABC “Wired”	Reporting—Leveraging Spreadsheet	Private Knowledge Network (Repeat)
Grant Thornton	US Air Force Air Mobility	Integration—Automating Work	Solutions—Joining Supply Chain (Repeat)	B2B, B2C, e-Commerce (Repeat)
Affiliate Consultant	Advanced Implementation	Technology I	Technology II	BetterManagement.com
DINESH PALIWAL, Division President, ABB				
CSC Consulting	The Coca-Cola Company	Modeling—The Next Dimension (Repeat)	Integration—SAP Systems	Supply Chain Success
KPMG Consulting	ExxonMobil	Solutions—Joining Supply Chain (Repeat)	Modeling—How Do You Do That Anyway?	Predicting Costs
JAMES BRIMSON, President, ABM Institute				
DMG Maximus	Wells Fargo	Reporting—Using Cognos	Modeling—Economic Value	Private Knowledge Network (Repeat)
Willard Bishop Consulting, LTD	National Institutes of Health	Integration—ABC and SAS	Solutions—Aligning Strategy (Repeat)	BetterManagement.com (Repeat)



Advanced Implementations Track

ROLL-OUT STRATEGIES AND BENCHMARKING CONCEPTS FOR ABC PROJECTS IN FRONT—AND BACK—OFFICE OPERATIONS

Deutsche Bank AG

Stefan Gross, Business Line Manager

Laurent Renevier, Senior Consultant

Learn how Deutsche Bank AG used ABC methodology to implement comparable models in different locations, compare structure and results, set-up benchmarking, define activities and implement continuous proof and control functionality in combination with a web-based MIS.

Thursday 9:20 am



ENTERPRISE-WIDE ABM IMPLEMENTATION

Qualex, Inc.

Connie Hoffmann, ABM Manager

Kristen Astilla, ABM Analyst

Qualex is a nationwide photofinisher with over \$2 billion in sales. Come and hear the nuts and bolts of how they implemented ABM in 42 of their 50 sites. Learn what they did correctly, what they would have done differently and how they are currently using their ABM results.

Thursday 11:15 am

THE "INTERNAL BATTLE"—THE PERFORMANCE MEASUREMENT CHALLENGE!

National Australia Bank

Gavin Slater, Global Head of Costing

Learn how a large international financial services organization balances the Performance Management requirements of individual business units with those of the entire organization. Mr. Slater highlights the importance of remaining internally focused on Performance Management, then translates the important lessons to improving overall product and customer profitability.

Thursday 2:25 pm



DRIVING INTERNATIONAL AHEAD USING ADVANCED ACTIVITY-BASED CONCEPTS

International Truck & Engine Corporation

Heather Kos, Manager, Activity-Based Management

Catherine Day, Manager, Strategic Cost Management

When International Truck & Engine Corporation set out to identify and implement improvement opportunities and determine true profitability of their product lines, the \$8.6 billion company embraced ABB/M to plan and measure its progress. Learn how International uses ABB/M to achieve results company-wide and how they use activity scorecarding to measure success.

Thursday 3:35 pm

AIR MOBILITY COMMAND'S C-5 LOGISTICS ENTERPRISE ACTIVITY-BASED MANAGEMENT

US Air Force

Col. James H. Russell, Chief—Aircraft Maintenance Policy and Training Div., Directorate of Logistics, HQ Air Mobility Command

Col. Russell reviews Air Mobility Command's pilot deployment of an Enterprise ABC/M system for its C-5 aircraft logistics operations. Focus topics include: construction of integrated ABC models from field squadrons to headquarters, ABC model monthly updating using minimal resources, and linkage to a balanced scorecard supporting the Air Force supply-chain-management initiative.

Thursday 4:35 pm

UPDATED ABC MODELS IN 5 DAYS

The Coca-Cola Company

Dan Steidle, Senior Manager

By using palm-top computers and desktop software to streamline updating of ABC models, Coca-Cola is transferring resources from maintaining models to analyzing ABC information. Come hear how this new methodology focuses on identifying and timing all activities performed by sales, merchandising, and delivery personnel.

Friday 9:30 am

ABC/M GLOBAL IMPLEMENTATION CONTINUES IN THE NEW EXXONMOBIL ExxonMobil

Tony Dumagsa, North America L&PS ABC-ABM/Data Warehouse Analyst

ExxonMobil, the world's largest energy producer, continues to rollout ABC worldwide in the new Lubes & Petroleum Specialties Company by leveraging the ABC/M implementation from the heritage Mobil. This presentation shares the motivations, challenges, and the processes employed to make these complex global initiatives a success. Learn how ExxonMobil leveraged the Business Information Warehouse to meet reporting requirements.

Friday 10:45 am

ENTERPRISE ABM AT WELLS FARGO

Wells Fargo

Kelly Pike, WFSC Costing Manager

The success and speed in which ABC was implemented at Wells Fargo Services Company has sparked several enterprise-wide ABM initiatives in ABB, Billing and Recovery, enterprise ABM reporting and profitability. This presentation highlights the areas of the project attributable to its great success, including staffing, project management and use of decentralized modeling methodology.

Friday 2:20 pm

ACTIVITY-BASED BUDGETING AT THE NATIONAL INSTITUTES OF HEALTH

National Institutes of Health (NIH)

Leonard Taylor, Assistant Director Office of Research Services, National Institutes of Health

Learn how the Office of Research Services (ORS) at the National Institutes of Health (NIH) uses Activity-Based Budgeting (ABB) to estimate the resources required to support approximately eight million square feet of owned and leased research and administrative facilities and a portfolio of administrative and research support services.

Friday 3:20 pm



Technology Track I

SOLUTIONS

Pulling Together: Aligning Organizational Performance to Strategy

Learn how activity-based scorecarding provides an on-going framework to measure success through a common report card seamlessly integrated with your existing ABC/M model. Prioritize, and effectively measure organizational resources and activities to reach strategic objectives.

Thursday 9:20 am

Repeated Friday 3:20 pm Tech Track II

REPORTING

Browsing Around: Publishing Oros Views on the Web

A preview of Oros Web Publishing. Provide secure world-wide access to Oros results using a browser to interactively navigate Scorecard and ABC/M views. Automatically update published results whenever the model is calculated and explore the ability to distribute views to your PalmPilot.

Thursday 11:15 am

MODELING

Planning for the Next Horizon: Enterprise Planning and Budgeting

Learn how Oros ABCPlus enables resource planning, capacity analysis, and strategic evaluation. This session covers the three-step process of Activity-Based Budgeting; 1) determining the projected demand, 2) evaluating capacity, and 3) costing predicted results. Oros ABCPlus provides future strategic vision—not just where the enterprise has been.

Thursday 2:25 pm

SOLUTIONS

ABC “Wired”—ABC in the Internet Age

Access your Oros applications as well as your ABC models via the Internet. This solution provides a flexible web-based architecture for model review, reporting and data manipulation for remote users. In addition, Concurrent Model Access (CMA) enables multi-user access and multi-tool capabilities.

Thursday 3:35 pm

INTEGRATION

At the Click of a Mouse: Automating Work with Oros Links

Automate the routine modeling tasks that take up your precious time. Come learn how to you can automate Oros Links functions such as importing, exporting and report generation so they can be launched from within another system such as MS Access automatically.

Thursday 4:35 pm

MODELING

The Next Dimension in Modeling

Delve into the realm of multidimensional functionality and how to apply dimensions to powerful analytical views. Experience the latest enhancement in dimensional modeling: assigning activity costs directly to dimensional cost objects. Learn how to create dimensions using current cost objects or user-defined areas of interest, import negative sales quantities and generate profitability reports.

Friday 9:30 am

Repeated Thursday 9:20 am Tech Track II

SOLUTIONS

Team Work: Joining Forces in your Supply-Chain to Deliver Customer Value

Come see the latest member of the ABC Technologies family, PAP Software, with their new EPM (ECR Profit Model) product which enables collaborative cost reduction in the Fast Moving Consumer Goods (FMCG) Sector.

Friday 10:45 am

Repeated Thursday 4:35 pm Tech Track II

REPORTING

Reporting Around the World Using Cognos Enterprise Server

Deploy ABC/M results across the enterprise in a web-based environment. Explore the most recent PowerPlay developments in OLAP reporting and learn how to design and distribute executive portfolios linked to your critical ABC/M data.

Friday 2:20 pm

INTEGRATION

My CFO Ain't Got No Vision without ABC and SAS

Raise the standard of financial and organizational reporting. Find out how the SAS Institute and ABC Technologies solution for cost management provides CFO's the ability to capture ABC/M results, combine this information with other data, and deploy web-based reports across the enterprise.

Friday 3:20 pm



Technology Track I Brought To You By



Technology Track II

MODELING

The Next Dimension in Dimensional Modeling

Delve into the realm of multidimensional functionality and how to apply dimensions to powerful analytical views. Experience the latest enhancement in dimensional modeling: assigning activity costs directly to dimensional cost objects. Learn how to create dimensions using current cost objects or user-defined areas of interest, import negative sales quantities and generate profitability reports.

Thursday 9:20 am

Repeated Friday 9:30 am Tech Track I

REPORTING

Getting the Word Out: Now that I Have the Results, How Do I Distribute Them?

The way in which you report ABC/M results varies by both manager preference and the type of decisions being made. This session demonstrates how to distribute your ABC/M results using a broad range of tools including Oros ABCPlus, Links, Automation, Virtual Database ODBC, MS Excel, MS Access and PowerPlay so that you can effectively communicate results to your audience.

Thursday 11:15 am

INTEGRATION

Connecting Systems: Oh, How I Hate Data Entry

Data entry is said to have been the straw that broke the camel's back. Discover numerous tips and tricks using Oros Links that will make your modeling and integration tasks easier. This session will include tips on model validation, data import from legacy systems, transferring ABC information to other systems, and automating the model integration process.

Thursday 2:25 pm

REPORTING

My Comfort Zone is MS Excel: How Can I Leverage Both ABC Model and the Spreadsheet Functionality?

Utilize your MS Excel skills and create a powerful bi-directional link to your ABC model(s) from within the spreadsheet environment. Learn how to access and manipulate model data, replenish model data and chart ABC results.

Thursday 3:35 pm

SOLUTIONS

Team Work: Joining Forces in your Supply-Chain to Deliver Customer Value

Come see the latest member of the ABC Technologies family, PAP Software, with their new ECR Profit Model (EPM) product which enables collaborative cost reduction in the Fast Moving Consumer Goods (FMCG) Sector.

Thursday 4:35 pm

Repeated Friday 10:45 am Tech Track I

INTEGRATION

Bridging the Gap: Integrating ABC Analytic Models with SAP Transactional Systems

Integrated ABC in R/3 provides timely operational results with the required financial accountability and strategic vision critical to the success of the enterprise. Learn how to leverage your SAP R/3 integrated ABC solution to finally bridge the ABC gap.

Friday 9:30 am

MODELING

May the Force Be With You: How Do You Model that Anyway?

Leverage the immense flexibility of the Oros Modeling Suite. Learn how to design effective business processes, consolidate activities, use attributes to mine for nuggets of information, and much more.

Friday 10:45 am

MODELING

Beyond Cost: Putting Economic Value to Work (Finally!)

Shareholder value is a critical concept that is difficult to effectively communicate outside the boardroom. Learn how your ABC/M model can incorporate economic value concepts to make them truly actionable.

Friday 2:20 pm

SOLUTIONS

Pulling Together: Aligning Organizational Performance to Strategy

Learn how activity-based scorecarding provides an on-going framework to measure success through a common report card seamlessly integrated with your existing ABC/M model. Prioritize, and effectively measure organizational resources and activities to reach strategic objectives.

Friday 3:20 pm

Repeated Thursday 9:20 am Tech Track I



BETTERMANAGEMENT.COM: YOUR PERFORMANCE MANAGEMENT RESOURCE

What is BetterManagement.com? The world of performance management comes together online. Through BetterManagement.com, you can discover industry solutions, take web-based training, collaborate with peers, and more. Come to this session to discover the benefits of this powerful community.

Thursday 9:20 am

Repeated Friday 3:20 pm

B2B, B2C, E-COMMERCE—WHAT DOES THE FUTURE HOLD?

Akamai Technologies, Inc.

Timothy Weller, CFO

Listen to an expert from the Internet world share how changes in Internet infrastructure will impact the future of business. Learn where the industry is heading and how you and your organization can leverage these changes for maximum benefit.

Thursday 11:15 am

Repeated Thursday 4:35 pm

PERFORMANCE MEASUREMENT PANEL OF EXPERTS

**Sponsored by The Scorecard Authority
and The ABC/M Authority**

*Moderated by: Bala Balachandran,
Professor of Accounting, Information
Systems and Decision Sciences Northwest-
ern University, Kellogg Graduate School of
Management*

Performance measurement methodologies and practices are sweeping into all kinds of organizations. Corporate and non-profit entities around the world are changing the way they look at growth. They are becoming more focused on utilizing employee efforts to directly impact the bottom line. Learn from industry experts and companies that have taken the leap into performance measurement in this open panel discussion.

Thursday 2:25 pm

ENHANCING YOUR IMPLEMENTATION THROUGH A PRIVATE KNOWLEDGE NETWORK (PKN)

Capture and leverage the knowledge that is created by your team throughout all project phases. Learn how a PKN can enhance your performance management implementation and find out what a PKN is, what it looks like, and how it can be applied to your organization.

Thursday 3:35 pm

Repeated Friday 2:20 pm

NEW METRICS FOR SUPPLY CHAIN SUCCESS

PAP Software

Nick Gazzard, President

The fast moving consumer goods industry is experiencing an upheaval. Many businesses are collaborating in cost reductions and the results are influencing both consumer and B2B sectors. This session's case studies explain culture & measurement issues, tools and techniques and how the impact of B2B exchanges may re-engineer the supply chain.

Friday 9:30 am

Sponsored by The Supply Chain Authority

ACCURATELY PREDICTING COSTS IN THE ENERGY INDUSTRY

TECO

*Tom Salisbury, Director of Energy
Delivery, Finance*

How do you track expenditures in an energy organization or determine what it costs to provide services while enabling managers to view reports from remote locations? See how TECO has successfully implemented an ABM system to more accurately predict costs using Oros and PowerPlay, and learn how an ABM implementation led to over \$1 million in savings.

Friday 10:45 am

*Sponsored by The Business
Intelligence Authority*



Pre-Conference Training

Pre-Conference Training gives you an unprecedented opportunity to deepen your understanding of the entire Performance Management process. Attending the Pre-Conference Training sessions will help you learn (or refresh) the fundamentals of ABC/M, scorecarding, budgeting, and planning. Additionally, every ABC Technologies training course will be offered at the Pre-Conference Training session, saving you time and leveraging your travel resources. We encourage you to augment your conference experience by participating in Pre-Conference Training. The benefits could be immeasurable. Using the chart below, please select a series that meets your learning needs or choose specific courses.

SERIES	MONDAY, OCTOBER 16		TUESDAY, OCTOBER 17		WEDNESDAY, OCTOBER 18	
	8:00 am–12:00 pm	1:00–5:00 pm	8:00 am–12:00 pm	1:00–5:00 pm	8:00 am–12:00 pm	1:00–5:00 pm
<input type="checkbox"/> Basics “A” 3 days	The ABCs of ABM		Modeling Basics			
<input type="checkbox"/> Basics “B” 3 days	The ABCs of ABM (Public Sector)		Modeling Basics (Public Sector)			
<input type="checkbox"/> Basics “C” 3 days	Modeling Basics				Mastering Attributes & Drivers	Modeling Multidimen- sionality & Profitability
<input type="checkbox"/> Basics “D” 3 days	Modeling Basics (Public Sector)				Mastering Attributes & Drivers (Public Sector)	Exploring ABC Data Using MSExcels (Public Sector)
<input type="checkbox"/> Basics “E” 1 day					The ABCs of ABM	
<input type="checkbox"/> Basics “F” 1 day					The ABCs of ABM (Public Sector)	
<input type="checkbox"/> Integrating “A” 3 days	Modeling Basics				Integration Basics	
<input type="checkbox"/> Integrating “B” 3 days	Modeling Basics (Public Sector)				Integration Basics	
<input type="checkbox"/> Integrating “C” 3 days	Integration Basics		Advanced Integration	Advanced Data Management	Advanced Scripting & Automation	Designing Custom Reports
<input type="checkbox"/> Integrating “D” 2 days			Integration Basics		Advanced Integration	Advanced Data Management
<input type="checkbox"/> Adv. Modeling “E” 2 days			Integration Basics		Advanced Integration	Collecting Empirical Data
<input type="checkbox"/> Adv. Modeling “A” 2 days			Optimizing Models	Consolidating Models	Sustaining Models	Modeling Yield Loss
<input type="checkbox"/> Analysis “A” 2 days			Exploring ABC Using MS Excel	Designing Data Custom Reports	Mining Oros Data Using PowerPlay	
<input type="checkbox"/> Analysis “B” 1 day					Exploring ABC Data Using MSExcels	Reporting ABC Data Using Flowcharting
The following are individual classes						
SAP Bridge 1 day			Concepts for Building Oros and SAP R/3 Models		Concepts for Building Oros and SAP R/3 Models	
Scorecard 1 day	Scorecarding Basics		Scorecarding Basics		Scorecarding Basics	
Boot Camp Seminars						
Boot Camp Seminars* 1/2 day					Activity-Based Budgeting Seminar	Activity-Based Budgeting Seminar
					Value Chain Management Seminar	Value Chain Management Seminar
					Scorecarding Seminar	Scorecarding Seminar

CANCELLATION POLICY

Workshop registration fees are refundable (less the \$100 non-refundable processing fee) if you notify ABC Technologies in writing at least ten business days prior to the commencement of the Workshop. Without this advance notice, you will forfeit your entire fee. Please allow six to eight weeks for your refund.

CPE CERTIFICATION

ABC Technologies is licensed to offer CPE credits for its workshops. The number of CPE credits you receive is based upon your hours of attendance. You cannot receive full CPE credit if you miss any portion of a workshop. Please make your travel arrangements accordingly. Your instructor will distribute CPE certificates at the conclusion of the workshop with your name and business address as it appears on the confirmation.

If you're registering for Pre-Conference Training, please be sure to fax this page along with your registration form!

**Boot Camp Seminars are not eligible for CPE credits.*



Brief Course Descriptions

ABCs of ABM*

Learn the principles of ABC/M through lectures, discussion, case studies and computer demonstration to show how ABC results can accomplish business goals.

Prerequisite: None

MODELING BASICS

Understand the fundamental skills needed in a successful modeling process. Learn how to build an ABC model, import structure, export, and create reports.

Prerequisite: ABCs of ABM or other similar ABC/M concepts course

MASTERING ATTRIBUTES & DRIVERS

Learn how to create sophisticated business analysis from a model by using advanced attribute and driver techniques. Focuses on using performance measures, weighted, numeric and calculated capabilities.

Prerequisite: Modeling Basics

MODELING MULTIDIMENSIONALITY & PROFITABILITY

Learn how to harness the analytical power of building dimensional cost intersections. Deliver customer and product/service profitability by channels, regions and other slices.

Prerequisite: Modeling Basics

EXPLORING ABC DATA USING MS EXCEL

Learn how to leverage the live connection of Oros with Excel. Discover the newer capabilities that save time and improve exporting and reporting.

Prerequisite: Modeling Basics

REPORTING ABC DATA USING FLOWCHARTING

If you are an ABC analyst who needs to communicate results to operational managers by linking Oros data to flowcharts, this session will show you the “how to” basics.

Prerequisite: Modeling Basics

INTEGRATION BASICS

Learn the Oros database schema, how to extract data using queries, and efficient methods of importing and exporting using Oros Links Engine.

Prerequisite: Modeling Basics

ADVANCED INTEGRATION

Learn how to automate the periodic updating process using advanced queries, data filtering and scripting capabilities in Oros.

Prerequisite: Integration Basics

ADVANCED DATA MANAGEMENT

Learn how to effectively prepare and transform enterprise data into a consistent format for Oros from MS Excel and MS Access.

Prerequisite: Integration Basics, MS Access & MS Excel experience

MINING OROS DATA USING POWERPLAY

Learn how to create powerful drill-down reports in Cognos PowerPlay. Extract model data, build multidimensional data cubes and analyze results.

Prerequisite: Modeling Basics

DESIGNING CUSTOM REPORTS USING OROS

Learn how to create customized reports directly from an ABC model using Oros Links queries.

Prerequisite: Integration Basics

OPTIMIZING MODELS

Learn how to identify and eliminate unneeded model elements and use macro/micro assignments to reduce data loading and computation time.

Prerequisite: Integration Basics

MODEL CONSOLIDATION

Learn multiple model design considerations, pros & cons of merging versus linking models, and multiple model reporting issues.

Prerequisite: Integration Basics / Exploring ABC Data Using MS Excel

SUSTAINING MODELS*

Discover the planning issues involved in maintaining departmental models in a changing environment. Learn how to set guidelines, standards and readjust model structures in response to solving new organizational issues.

Prerequisite: Exploring ABC Data Using MS Excel
Integration Basics

MODELING YIELD LOSS

Learn how to determine accurate product and process costs when rework and scrap are issues.

Prerequisite: Modeling Basics

ADVANCED SCRIPTING & AUTOMATION

Learn how to leverage Oros Automation and Links Engine to automate and simplify complicated data processing routines and repetitive tasks.

Prerequisite: Integration Basics / Database experience

COLLECTING EMPIRICAL DATA

Learn how to create, distribute and collect Oros Surveys for replenishing empirical data in an ABC model.

Prerequisite: Modeling Basics

CONCEPTS FOR BUILDING OROS AND SAP R/3 MODELS*

Teaches experienced modelers the conceptual framework for building ABC models compatible with SAP R/3 functionality.

Prerequisite: Requires both experienced ABC modeler and experienced SAP R/3 users (CO-CCA, PA)

SCORECARDING BASICS

Discover how to build a scorecard that supports the organization's strategies and decision-making effectiveness. Understand the scorecarding process; construct and analyze a scorecard using Oros.

Prerequisite: Balanced scorecarding concepts

Boot Camp Seminars

VALUE CHAIN MANAGEMENT*

PAP is a leading supplier of Demand and Supply Chain Costing solutions to the consumer goods industry. Learn how this metrics-enabling solution provides powerful collaborative value chain management among manufacturers, wholesalers and retailers.

ACTIVITY-BASED BUDGETING*

Learn how predictive ABB modeling in Oros is used to forecast workload requirements and resource needs.

SCORECARDING*

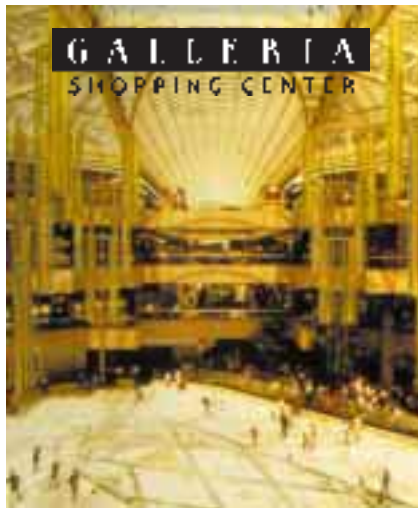
A down-to-earth seminar on the value and uses of Scorecarding. It will demonstrate the when, why and how of scorecarding.

**Class is not computer-based.*



If you have any questions regarding courses, please call 503.617.7100 Ext 316.

Things To Know



HOW TO REGISTER

Complete the Registration Form on the inside back cover **or** register online at www.abctech.com **or** call us at 1.800.939.8577 Ext. 316 or 1.503.617.7100 Ext. 316.

REGISTRATION FEES

- \$995
- Volume discounts for 2 to 9 people: 10% off
- Volume discounts for 10 or more: 20% off

BRINGING FRIENDS OR FAMILY?

We're celebrating the ten year anniversary of the ABC Technologies User Group Conference—and we want all of your friends and family to enjoy the festivities! **For only \$100**, your travel companions can attend the Welcome Reception, hear the keynote address by President George Bush, and attend the Hoe Down at the Circle R Ranch, featuring a private concert with country music star Tracy Lawrence.

DALLAS TOURS FOR KIDS AND COMPANIONS

Wednesday—Shopping Dallas-Style

This tour is truly a shopper's paradise. Guests will have the chance to experience one of the city's most unique shopping facilities, the Galleria Shopping Mall, with such retail legends as Saks Fifth Avenue, Marshall Fields, Macys, Nordstrom, Tiffany and FAO Schwartz all under one skylight roof.

Thursday—Discover Dallas

A perfect beginning to a Dallas visit, this invaluable, get-acquainted tour will do much more than just show the sights of the city; the program will enable guests to truly discover Dallas as the city with a unique, can-do spirit. Scheduled stops include Kennedy Memorial and assassination site as well as City Hall, Farmer's Market, the Arts District, Thanksgiving Square, the Hall of State and more!

Friday—A Dallas Safari

The Dallas Zoo is home to more than 1,400 species housed in display areas such as the Reptile Discover Center, Chimpanzee Forest and Gorilla Center. Other features include the 25-acre "Wilds of Africa" Monorail Safari and the new "hands-on" Children's Zoo.

Be sure to register for these exciting excursions on the inside back cover of this brochure!

HOTEL—THE WYNDHAM ANATOLE

Rooms are filling up fast—book yours today!

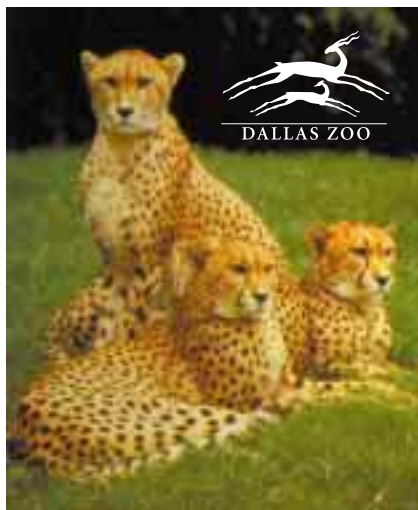
This beautiful hotel is the Southwest's largest and most exquisite. It houses one of the most impressive collections of art ever assembled for an American hotel and boasts a seven-acre park with exquisite gardens, sculptures, and ponds. Amenities include jogging paths, indoor and outdoor swimming pools and tennis courts, and superior health and fitness facilities. As honored guests, you are about to participate in a world-class conference at one of the most exciting facilities in America.

Special Conference Hotel Rates

Take advantage of our special conference rate at the Wyndham Anatole Hotel—\$169/night (+15% tax). Remember to mention that you are attending the ABC Technologies User Group Conference to receive this rate. ABC Technologies' guest room accommodations end on September 15, 2000. Any request after this date will be handled on a space-available basis at the group rate.

Wyndham Anatole
2201 Stemmons Freeway
Dallas, TX 75207
Phone: 1.214.748.1200
Fax: 1.214.761.7520

Our government room block at the Wyndham Garden is now sold out. Please contact Passage International (our official travel coordinators) directly at 1.800.420.7908 or 1.503.288.4400 to make arrangements for your room today!



Things To Know

AIR TRAVEL

Meeting attendees can enjoy 5% off the lowest applicable published fare or 10% off the full coach fare on American. Plus, receive an additional 5% discount when you purchase your tickets 60 days in advance. International travelers will receive a 7% discount of the applicable published fares.

For the greatest savings on mid-week travel to Dallas, American Airlines is offering zone pricing. This requires no Saturday night stay and only a 7-day advance purchase.

Call American at 1.800.433.1790 or Passage International at 1.800.420.7908 and ask for STARFile #: 46H0AP. Passage International is the official travel coordinator for the 10th Annual User Group Conference.



GROUND TRANSPORTATION

Airport

From the Dallas–Ft. Worth Airport take the South Airport Exit to Highway 183 Exit. Take Interstate 35E South and go about 5 miles. Exit the Market Center Blvd. and the Wyndham Anatole Hotel will be on the right. Travel time is approximately 30–35 minutes. The hotel offers free parking or valet service for \$12/day.

Shuttle Service

Upon arrival, go to the baggage claim area where white courtesy phones are available and dial 08. You will need to tell them what terminal you are in and the entry level. Proceed to the Lower Level and look for an orange Ground Transportation sign. Within 10–15 minutes, Classic Shuttle, Big Tex or Discount Shuttle will pick you up. Mention to the driver that you are attending the ABC Technologies User Group Conference for a \$2 discount off the \$12 fare. It will take approximately 40–50 minutes from the time you are picked up at the airport to the hotel. The Wyndham Anatole Hotel is the first stop.

When you are ready to depart to the airport, plan on at least an hour and a half before flight time. The shuttle runs every 30 minutes beginning at 6 am from the hotel.

ATTIRE

We suggest business casual attire during the conference.

TEMPERATURE

October temperatures range from 60°–80°F.

SPECIAL NEEDS

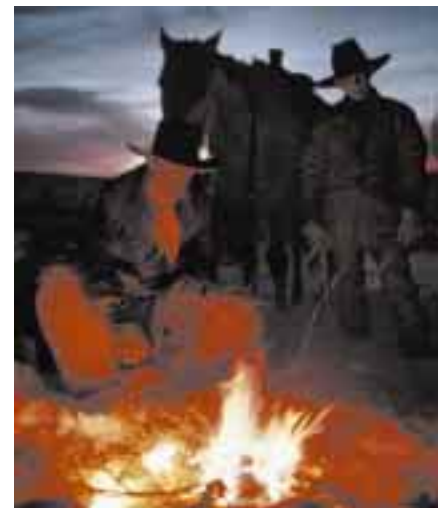
For any guests who have special needs, or require assistance on-site in Dallas, please call 1.503.617.7157 and we will do everything we can to help make your conference experience an enjoyable one.

WHAT TO BRING TO THE CONFERENCE

Business cards for networking, questions to bring up in the Expert Panels, your PalmPilot with the downloaded conference agenda...and of course, the gear to help you enjoy the hotel amenities: gym clothes, tennis racquet, and a swimsuit.

WHAT YOU WILL GET

- Conference bag
- Conference shirt
- Your choice of a book
- Conference proceedings on CD-ROM
- Lots of ideas to use on your own ABC/M project



Sponsors



**BU Management Consulting
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ABB is a global, \$30-billion engineering and technology company serving customers in electrical power generation, transmission and distribution, automation, oil, gas, and petrochemicals, industrial products and contracting, financial services, as well as IT and management consulting. ABB employees 200,000 people in more than 100 countries.



Alta Via Consulting, LLC (AVC) specializes in providing high quality consulting services to organizations desiring to gain the most from

their advanced cost management and strategic enterprise management initiatives. AVC has deep expertise with envisioning and implementing SAP software applications to support advanced cost management, especially using Resource Consumption Accounting and Activity-Based Costing, and strategic enterprise management (SEM). Additionally, AVC provides expertise and implementation experience for the tandem use of Oros modeling functionality along with both the SAP R/3 and SAP SEM applications.



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drivers of your costs. Arthur Andersen's strategic cost management team leverages years of best practice research to help you recognize and achieve your optimum cost and profitability goals. Arthur Andersen's vision is to be the partner for success in the new economy. We help clients find new ways to create, manage and measure value in the rapidly changing global economy. With world-class skills in Assurance, Tax Services, Consulting and Corporate Finance, Arthur Andersen has more than 70,000 professionals in over 80 countries that are united by a single worldwide operating structure that fosters inventiveness, knowledge sharing and a focus on client success. Since its beginning in 1913, Arthur Andersen has realized 86 years of uninterrupted growth, with 1999 revenues over US\$7 billion.



Business Finance Magazine is a monthly magazine dedicated to providing financial

executives with information on how changes in technology, business strategy, and economic trends affect their business practices and career development. The magazine's objective is to serve as a "hands-on, how-to" resource on a range of subjects relevant to today's finance executives, including how technology facilitates cost management, performance management, and decision support.



Cap Gemini Ernst & Young is one of the largest management and IT consulting firms in the world. The company offers management and IT consulting services, systems integration, and technology development, design and outsourcing capabilities on a global scale to help traditional businesses and "dot companies" continue to explore growth strategies in the new economy. The newly formed organization employs more than 57,000 people worldwide and reports global revenues of 7.7 billion euros (1999 pro forma).



Cognos is the world's largest and most successful business intelligence company. Founded in 1969, Cognos does business with 14,000 customers in more than 60 countries around the world. Cognos business intelligence solutions and services are also available from more than 2,800 worldwide partners and resellers. For more information, visit the Cognos Web site at www.cognos.com.



Serving industry and government for over 40 years, CSC is a global

company recognized as a world leader in the strategic use of information technology to achieve business results. No other company offers the range of professional services at the level of quality we provide in e-business strategies and technologies, management consulting, information systems consulting and integration, application software, and I/T and business process outsourcing. Our attention to client service has resulted in sustained double digit growth for over two decades and \$9.4 billion in revenues during our most recent fiscal year.



Deloitte & Touche is one of the leading professional services firms in

the United States. We provide information control and assurance, tax, and consulting services through 23,000 people in more than 100 cities. World-class client service teams combine insight, business knowledge, and industry expertise to assist our outstanding clients in achieving success wherever they operate.



At DMG-MAXIMUS, our mission is to become the preeminent professional services firm in the public sector known for providing high-quality, value added consulting services that allow our clients to maximize revenues, minimize expenditures, and enhance operational efficiencies while achieving high levels of accountability to their respective constituencies. DMG-MAXIMUS is a subsidiary of MAXIMUS, Inc. MAXIMUS is one of the largest state and local government consulting and program management firms in the United States. MAXIMUS has over 3,900 employees and serves over 3,000 federal, state and local government clients. The combined strength of our personnel and client base positions us both to anticipate and respond to the myriad of issues complicating the operations and clouding opportunities for success for our thousands of clients.



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Focused Management Inc. (FMI) specializes in assisting clients to design & implement effective Business Management processes for performance planning, measurement & improvement. Tools we use to provide companies with the critical

information required for improved performance include Value Management, Activity Based Costing, Process Analysis & Improvement and Organization Design; along with the Information Technology required to make it happen.

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Grant Thornton is an international accounting and consulting firm that provides a broad array of professional services to middle-market, entrepreneurial organizations. In the Washington, DC area, practice units are aligned by an industry-specific approach, supporting clients in the technology, government, and not-for-profit markets. Through operations in 100 countries, Grant Thornton serves more than 22,000 client organizations, and employs close to 20,000 people worldwide. To learn more, visit www.grantthornton.com.



KPMG Consulting, LLC is a leading

provider of Internet integration services. Our Public Services practice provides the link between government and technology, assisting federal, state and local government managers to harness legislative changes, technological advances and economic trends with an array of services and integrated solutions. For more information, visit us on the web at www.kpmgconsulting.com.

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The Management Consulting Services practice of PricewaterhouseCoopers helps clients maximize their business performance by integrating strategic change, process improvements and technology solutions. Through a worldwide network of skills and resources, consultants manage complex projects with global capabilities and local knowledge, from strategy through implementation. PricewaterhouseCoopers (www.pwcglobal.com) is the world's largest professional services organization. Drawing on the knowledge and skills of more than 150,000 people in 150 countries, we help our clients solve complex business problems and measurably enhance their ability to build value, manage risk and improve performance in an Internet-enabled world. PricewaterhouseCoopers refers to the member firms of the worldwide PricewaterhouseCoopers organization.



SAP AG is the third-largest software company in the world. Founded in 1972 by five former IBM systems engineers, SAP now employs more than 22,000 people in more than 50 countries. SAP software is deployed at more than 30,000 business installations in more than 100 countries and is currently used by companies of all sizes, including more than half of the world's 500 top companies. SAP has been a public company since 1988 and is listed on several stock exchanges including the Frankfurt stock exchange—where it is listed on the DAX, the German index of blue-chip companies—and the New York Stock Exchange under the symbol "SAP." As a Germany-based public company, SAP is managed by an executive board aligned with responsibilities reflecting the mySAP.com strategy and market approach.



SAS Institute Inc.

SAS, the world's largest privately held software company, is the leader in decision support and data warehousing, providing integrated enterprise information-delivery solutions and e-business solutions. The company markets packaged business solutions for vertical industry and departmental applications, as well as an integrated suite of software tools and consulting services. These allow companies to transform the wide variety of data within their organizations into information that business users and researchers need to make better decisions. SAS software and services are used at more than 33,000 business, government, and university sites in 115 countries. SAS' 1999 revenues totaled \$1.02 billion.



Willard Bishop Consulting, Ltd. is an internationally

renowned consulting firm that has helped retailers, manufacturers, distributors, and industry associations understand the dynamics of the retail marketplace for over 20 years. Using analytical and retail expertise, WBC works with clients to plan, prepare, and execute strategies to achieve their goals, through thought-leadership and practical solutions. WBC has developed marketing advantages and growth opportunities for clients in the United States, Canada, Europe, and Latin America.



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Grant Thornton
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keynote speakers**



**Learn about popular
Performance Management
concepts through the
experience of others**



**Network in a
casual environment**



**October 18–20, 2000
Dallas, Texas**

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503.617.7294
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Training & Conference Registration

TO REGISTER FOR THE CONFERENCE AND PRE-CONFERENCE TRAINING, CORRESPOND DIRECTLY WITH ABC IN ANY OF THE FOLLOWING WAYS:

1. Register on our website at www.abctech.com
2. Complete this form and fax it to 503.617.7223
3. Call us at 800.939.8577 Ext. 316 or 503.617.7100 Ext. 316

YOUR CONTACT INFORMATION

Name _____

Company/Organization _____

Address _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Telephone _____ Fax _____ Email _____

Fax number or email where you would like your confirmation sent _____

CONFERENCE REGISTRATION FEES—FOR INDIVIDUALS (OCTOBER 18-20)

General	\$995
Government	\$895
Current Academic Members	\$695
Affiliate	\$895

GROUP RATES*

2-9 People

10 or more people

10% off

20% off

\$ _____

* Group rates will apply only if all registrants register at the same time by company PO or full payment.

FRIENDS AND FAMILY

- ☐ My travel companion will attend both Wednesday/Thursday evening events and the President George Bush presentation for an additional \$100.

Companion name _____

\$ _____

Conference Total

\$ _____

TRAINING REGISTRATION FEES (OCTOBER 16-18)**

If you're registering for Pre-Conference Training, please be sure to fax page 16 along with your registration form!
Call 503.617.7100 Ext 316 if you have any questions.

<input type="checkbox"/> ABCs of ABM training workshop	\$395	\$ _____
<input type="checkbox"/> 1/2 day of training	\$495	\$ _____
<input type="checkbox"/> 1 full day of training	\$795	\$ _____
<input type="checkbox"/> 2 full days of training	\$1395	\$ _____
<input type="checkbox"/> 3 full days of training	\$1995	\$ _____
<input type="checkbox"/> 1/2 day Bootcamp Seminar	\$295	\$ _____

Training Total

\$ _____

** If you register 3 OR MORE people from the same company at the same time for the same number of full days of training, we will offer you a 20% discount off the total training fee, if included on one invoice.

Conference and Training Grand Total

\$ _____

COMPLETE THE FOLLOWING TO INDICATE PAYMENT METHOD (REQUIRED)

- ☐ MasterCard ☐ Visa ☐ Diners Club ☐ American Express ☐ Check

Card _____ Exp. Date _____

Credit card billing address _____

Name as it appears on card _____

Please note: if you are paying by check, a credit card backup is required. Confirmation will be sent when your check is received.

Cancellation Policy

You must notify ABC Technologies in writing 10 business days prior to event start date for a refund (less a \$100 non-refundable processing fee). Without this advanced notice, you will forfeit your entire fee. Please allow 6-8 weeks for your refund.

Dallas Tours Registration Form

TO REGISTER FOR DALLAS TOURS, CORRESPOND DIRECTLY WITH PGI DALLAS IN ANY OF THE FOLLOWING WAYS:

1. Complete this form and fax it to 214.522.0132 with credit card information (only paid reservations held)
2. Mail registration form and check or money order (must be in U.S. dollars drawn on a U.S. bank) to:

PGI Dallas
3400 Carlisle, Suite 500, Lock Box 27
Dallas, TX 75204

For questions regarding any of the tours, call PGI in Dallas, 214.522.5930.

YOUR CONTACT INFORMATION

Name _____

Company/Organization _____

Address _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Telephone _____ Fax _____ Email _____

CHOOSE YOUR TOURS—SEE PAGE 18 FOR TOUR INFORMATION

	<i>Number of Tickets</i>	<i>Price</i>	<i>Enclosed</i>
Wednesday, October 18, 2000 "Shopping Dallas Style" 10:00 a.m. – 3:00 p.m. (includes lunch)	_____	\$40.00	_____
Thursday, October 19, 2000 "Discover Dallas" (with JFK Memorial) 10:00 a.m. – 2:00 p.m. (includes lunch)	_____	\$50.00	_____
Thursday, October 20, 2000 "Dallas Safari" 10:00 a.m. – 2:00 p.m. (includes lunch)	_____	\$35.00	_____

Sub-Total \$ _____

(for charge transactions only, add 5% charge fee)* \$ _____

Total Enclosed/To Be Charged* \$ _____

COMPLETE THE FOLLOWING TO INDICATE PAYMENT METHOD (REQUIRED)

☐ MasterCard ☐ Visa ☐ Diners Club ☐ American Express ☐ Check

Card _____ Exp. Date _____

Credit card billing address _____

Name as it appears on card _____

Signature _____

Please have registration in by Wednesday, October 4, 2000. All tours are available on a first come, first served basis for a limited number of guests. Prepaid tickets may be picked up at the tour desk in the registration area of the Wyndham Anatole. No refunds will be given after Monday, October 9, unless a tour is cancelled because minimum requirements are not met.

*Please note that tickets may be charged on pre-registration only, not on site.